Governor's State Rehabilitation Council Strategic Plan 2008

Access and Employment Committee

Goal 1: Increase access and employment opportunities for people with disabilities through collaboration with the Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR), clients, outside agencies, councils and community partners.

Objective 1:
Utilize client satisfaction data to frame priorities for further discussion and partnership with RSA.

Actions Steps:
a) Review previous RSA Client Satisfaction Surveys and results.
b) Collaborate with RSA on the methodology of the Client Satisfaction Survey.
c) Request current RSA Client Satisfaction Survey results and discuss with RSA staff assigned to this task.

Objective 2:
Facilitate public input regarding the Arizona Vocational Rehabilitation Program.

Action Steps:
a) Investigate best practices regarding public input data collection in other states in order to obtain information to assist RSA's efforts in this area.
b) Request that RSA staff collaborate with SRC on public input methodology and the planning process.
c) Investigate tying the planning process to RSA's marketing plan.

Objective 3:
To promote and ensure that all VR Program clients are provided with services regardless of level of disability.

Action Steps:
a) Examine the impact of Order of Selection (OOS) on service delivery and outcomes by reviewing statistical information related to services to individuals who were previously on the OOS waiting list.
b) Open a dialogue with RSA to discuss the inconsistency of services to individuals with the least significant disabilities.
c) Determine application of gathered information and present to Full Council with recommendations.

Objective 4:
Promote a better understanding of statewide and local issues regarding access to transportation by VR clients and individuals with disabilities within the community.

Actions Steps:
a)   Identify existing data regarding access to transportation by individuals with disabilities.
b)   Explore the feasibility of developing a survey to determine client transportation needs.
c)   Develop and implement a survey to determine the gaps in transportation needs.

Objective 5:
Promote employment of individuals with disabilities.

Action Steps:
a)   Research other state agencies nationally to determine how promotion of employment of individuals with disabilities is done.
b)   Investigate the potential of RSA awarding a grant to promote the employment of individuals with disabilities transitioning from post secondary education to employment.
c)   Gain an understanding of how RSA agreements with higher education institutions are developed in order to make recommendations to include different approaches and present to the SRC Full Council for discussion.
d)   Explore the current hiring practices of the State of Arizona as they relate to individuals with disabilities.

Business & Community Partnerships Committee

Goal 2:   Create and foster business and community partnerships, while enhancing the SRC relationship with these partners, in order to expand employment opportunities, encourage involvement in policy development, promote advocacy for service provision, and economic self sufficiency for individuals with disabilities.

Objective 6:
Promote the development of a significant relationship with the Governor's Council on Workforce Policy (GCWP) for mutual understanding of SRC and GCWP priorities/concerns and expand SRC's involvement with this entity.

Action Steps:
a)   Attend GCWP Board meetings as permitted.
b)   Review GCWP meeting minutes.

c)   Contact GCWP members personally to actively recruit membership on RC.

Objective 7:
Examine One-Stop physical and programmatic accessibility statewide to focus on better access to job development services and provision of better services to individuals with disabilities.

Action Steps:
a)   Meet with Mike Swearengin, RSA, who oversees the One-Stop Navigator project, to develop a checklist regarding One-Stop centers. This will include any customer satisfaction data that has been gathered.
b)   Visit as many One-Stops statewide to appraise accessibility.
c)   Develop a summary statement of findings and present to the Full Council and RSA.

Objective 8:
Educate SRC members about legislative issues that have the potential to impact VR and individuals with disabilities; as well as be informed about priorities of other disability organizations within the community, including membership in the Arizona Disability Advocacy Coalition (AzDAC).

Action Steps:
a)   Continue advisory membership in AzDAC.
b)   Review minutes from the Governor's Council on Blindness and Visual Impairment (GCBVI), the Governor's Council on Spinal and Head Injuries (GCSHI), the Arizona Commission for the Deaf and Hard of Hearing (ACDHH) and the Governor's Council on Developmental Disabilities (GCDD).
c)   Review minutes of advocacy organizations.
d)   Draft letter as appropriate to the Governor and Legislature on selected issues approved by the Full Council.

Objective 9:
Establish a relationship with the RSA Employer Services Coordinator and encourage RSA's marketing efforts to expand business and employment opportunities for individuals with disabilities.

Action Steps:
a)   Recruit RSA Employer Services Coordinator to participate as a member of the Business and Community Partnerships Committee.
b)   Provide input into the RSA marketing consultant regarding VR clients as source of potential employees.

Objective 10:
Educate employers and the self-employed regarding the abilities of individuals with disabilities.

Action Steps:
a)   Provide input to the RSA marketing consultant regarding abilities of individuals with disabilities.
b)   Research the availability of data from the Arizona Department of Administration, the Arizona Department of Commerce, etc. regarding individuals with disabilities, level of employment, salary level, etc. and present findings to the Full Council.

Executive Committee

Goal 3:   Provide leadership to the SRC in furthering its mission, vision, and goals.

Objective 11:
Maintain fiscal accountability for the SRC.

Action Steps:
a)   Develop Council budget.
b)   Monitor Council budget.
c)   Update Full Council on expenditures.

Objective 12:
Update the SRC Full Council on RSA status and progress with the Federal Standards and Indicators.

Action Steps:
a)   Request quarterly presentation from RSA staff to review Federal Standards and Indicators.
b)   Make recommendations to Full Council and RSA.

Objective 13:
Update the SRC Full Council on RSA progress with the Federal Corrective Action Plan (FCAP).

Action Steps:
a)   Request a quarterly update on RSA progress regarding the FCAP.
b)   SRC participation in RSA meetings held that address the FCAP.
c)   Make recommendations to Full Council and RSA.

Objective 14:
Advise RSA on their Strategic Plan.

Action Steps:

a)   Request quarterly updates on the RSA Strategic Plan.
b)   Participation by an SRC member in meetings regarding implementation of the RSA Strategic Plan.
c)   Research national strategic priorities and planning.

<u>Objective 15</u>:
Partner with the National Coalition of State Rehabilitation Councils.

<u>Objective 16</u>:
Partner with RSA regarding the Triennial Statewide Needs Assessment Project.

Actions Steps:
a)   Form an ad hoc workgroup to initiate assessment process with RSA by Spring, 2008.

<u>Objective 17</u>:
Promote diversity within the VR service delivery system, RSA staff composition and the SRC.

Action Steps:
a)   Develop request for proposals for special project focusing on diversity and the VR service delivery system, staff education, and RSA policies.
b)   Solicit proposals via RSA.
c)   Track progress of project once awarded.
d)   Review results and make recommendations to Full Council and RSA.

<u>Program Planning Committee</u>

Goal 4:   Advise, evaluate, and collaborate with Rehabilitation Services Administration/Vocational Rehabilitation (RSA/VR) to improve the quality and efficiency of VR services, including transition services, by building the capacity of RSA employees via the Comprehensive System of Personnel Development (CSPD), increasing employee satisfaction, and reviewing VR State Plan implementation.

<u>Objective 18</u>:
Improve the quality, continuity, and standardization of VR service delivery as it relates to transition aged youth, including increased communication and collaboration with school partners.

Action Steps:
a)   Review <u>Cooperative Services Handbook for Youth in Transition</u> for content and implementation for Arizona and make recommendations to RSA on same.

b)   Collaborate with Access and Employment Committee on client satisfaction survey and SRC public input mechanism to determine if transition aged youth are targeted in those instruments.
c)   Obtain VR Program Manager input statewide to determine strategies for outreach and providing services to transition aged youth.
d)   Collaborate with RSA and marketing consultant to provide user friendly information about the VR Program to transitioning students.

Objective 19:
Advise, evaluate and partner with RSA in the review and implementation of the VR State Plan.

Action Steps:
a)   Collaborate with the SRC Access and Employment Committee regarding data from public input to make recommendations into the VR State Plan.
b)   Provide a committee member to serve as SRC liaison to RSA in the review and implementation of the VR State Plan.
c)   Monitor the VR state plan through quarterly reports from RSA regarding successes, challenges, progress, and goals met including SRC recommendations and the RSA goals and priorities.

Objective 20:
Assess the adequate preparation of, and continued professional development opportunities for, RSA staff.

Action Steps:
a)   Review RSA training materials used in CORE as well as additional training in specialty areas for content and continuing education, and develop recommendations to present to the SRC Full Council.
b)   Review RSA's capacity to develop an internal mentoring program.
c)   Request to review training materials that RSA has acquired from other states.

Objective 21:
Analyze and strategize on methods to increase employee morale and decrease turnover of RSA/VR staff.

Action Steps:
a)   Review RSA employee satisfaction results
b)   Invite appropriate RSA staff to discuss methods currently in place to promote employee morale.
c)   Research feasibility of surveying employees as to the type of recognition that is meaningful to them.
d)   Develop a recognition tool from SRC to RSA employees.